

Bakhtawar

Senior Human Resource Manager-CEO Office | Research Analyst | Project Manager-Operations

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Nationality: Pakistani

Summary

Seasoned professional with over 8 years of experience in Human Resources management and project management, expert in talent acquisition and strategic HR planning. Key achievements include a 40% improvement in talent retention over two years through enhanced HR strategies, and a 30% reduction in on boarding time via streamlined recruitment processes. Seeking a Head of Human Resources position at your esteemed company, where my HR management and project execution skills can be leveraged to support your mission of fostering a positive corporate culture and achieving organizational goals.

Experience

Senior Human Resource Head & Project Manager-CEO Office – 07/2019 to 04/ 2024
SHAZE’ Kitchen & Interiors, Islamabad, PAK

- Improved talent strategy by achieving 15% reduction in turnover by enhancing HR operations.
- Executed 5 large-scale operational projects aligned with key company objectives.
- Enhanced employee engagement by improving employee experience strategies for 20 staff members of branch.
- Delivered running projects (Kitchen units) on time and within 80% of budget, maintaining high quality standards.
- Increased HR contribution to business success by implementing strategies addressing 95% of employee needs.
- Aligned compensation structures with organizational budgets, benefiting overall employees.
- Resolved 100% of conflicts through effective mediation and negotiation.
- Enhanced workplace culture by fostering inclusivity and addressing 85% of employee concerns.
- Attracted top talent, reducing recruitment time by 15%, across 2 main functional branches.
- Developed training programs that boosted employee growth, affecting 10-15 potential careers.
- Conducted and scheduled monthly meetings with digital Marketing managers.
- Overseeing and supervising company’s marketing strategies including brand awareness, drive website traffic, generate leads, and ensure a positive online presence across various digital platforms
- Collaborating with content creators, designers, and developers to ensure content aligns with the brand’s tone and audience expectations.
- Managing and optimizing search engine optimization (SEO) efforts to improve organic search rankings and website traffic.
- Developing and executing social media campaigns across platforms like Facebook and Instagram
- Managing email marketing campaigns.
- Working closely with sales, product, and design teams to ensure marketing efforts align with overall business goals.

HR Admin & Research Analyst – 12/2016 to 06/2019
SHAZE’ Kitchen & Interiors, Islamabad, PAK

- Ensured compliance in all employee files across and over 100 installation records by maintaining accuracy and adherence to policies.
- Enhanced recruitment efficiency by managing over 40 job postings and scheduling 5 interviews monthly (within branch).
- Facilitated smooth on boarding for 3 new hires monthly by preparing offer letters and contracts.
- Increased payroll accuracy by verifying 20 time cards and attendance records monthly.
- Improved employee integration by organizing 3 orientation sessions and setting up 3 accounts monthly.
- Resolved 90% of administrative issues efficiently by collaborating with branch managers.
- Tracked training compliance for 20 employees by monitoring attendance and certification completion.
- Improved strategic insights by assessing 15 market trends, competitor behaviors and economic conditions.
- Produced 2 research reports monthly by employing quantitative and qualitative methods.
- Achieved 100% accuracy in data reporting by meticulous data collection and analysis.
- Increased stakeholder understanding by creating 3 insightful reports and presentations.
- Coordinated 4 HR meetings and sessions monthly to enhance team performance.

HR Intern –2015
Fauji Fertilizers Company-Head Office, Islamabad, PAK

- Improved understanding of organizational documentation accuracy by ensuring compliance with company policies.
- Gained insights into 5 HR areas by exploring various functions.
- Enhanced understanding of employee benefits processes by attending 4 introductory sessions.

Education

Master’s Degree in Project Management – 2020 to 2022
Bahria University, Islamabad, Pakistan

Bachelor’s Degree in Human Resources – 09/2012 to 09/2016,
Fatima Jinnah Women University , Rawalpindi Pakistan

Publications

Role of leaders in the development and maintenance of an organizational culture through artifacts-Organizational Ethnographic Research, Askari General Insurance (AWT Head Office) and EFU General Insurance Ferozson’s Branch-Rawalpindi,PAK

The impact of external stakeholder engagement strategies on project success in the information technology industry-IJOES—04-2023-0079

Volunteering

Volunteered as IAPEX - convener in 2017 IAPEX –

Skills & Expertise

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| <ul style="list-style-type: none">• Lead and inspire a team• Setting a clear direction• Make sound, data-driven decisions• Adapting HR strategies to evolving business needs• Project Management• Client Relations• Work Plans• Design Documentation• Quality Control• Focused on Quality | <ul style="list-style-type: none">• Creativity• Microsoft Office• Microsoft Project-EPM-2016• Smart PLS• Canva• Performance Management• In-depth Research• Promote diversity• HR analytics• identify trends, and extract actionable insights• Approach complex problems methodically• Deliver insights quickly to meet deadlines.• Highlight bottlenecks |
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Languages

Urdu: Native | **English:** Fluent | **Chinese:** Intermediate-level 4